OPTIMIZING USER, GROUP, AND ROLE MANAGEMENT WITH ACCESS CONTROL AND WORKFLOWS

COLLEGE CODE & NAME   : 9504 - Dr.G.U Pope College of Engineering

SUBJECT CODE & NAME : NM1051 - Servicenow Administrator

DEPARTMENT : Computer Science & Engineering

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SCREENSHOTS :

USERS :

CREATING USERS:

GROUPS :

ROLES :

TABLES:

ACCESS CONTROL LIST :

APPLICATION MENU :

WORKFLOW STUDIO:

Let's get the details for your flow

Flow name *

task table

Description

Describe your flow.

Application *

Global

> **Show additional properties**

Cancel   **Build flow**

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task table Active

⟲ ⟳ | View: ▦ 88 | Test | **Deactivate** | **Activate** | **Save** | ... | ?

TRIGGER

task table 2 Created where (status is in progress, and comments is feedback, and assigned to is bob)

Trigger | Created

* Table | task table 2 [u_task_table_2] × ▾

Condition All of these conditions must be met

	status	▾	is	▾	in progress	▾	⊖	OR	AND
AND	comments	▾	is	▾	feedback			⊖	OR	AND
	assigned to	▾	is	▾	bob			⊖	OR	AND

or

New Criteria

Advanced Options ⌄

Delete   Cancel   **Done**

Data Collapse All >

▼ Trigger - Record Created

▸ task table 2 Record	Record
task table 2 Table	Table
Run Start Time UTC	Date/Time
Run Start Date/Time	Date/Time

▼ 1 - Update Record

▸ u_task_table_2 Record	Record
u_task_table_2 Table	Table
▸ Action Status	Object

▼ 2 - Ask For Approval

| Approval State | Choice |
| ▸ Action Status | Object |

Status: Modified | Application: Global   6 △

task table Active

⟲ ⟳ | View: ⊟ ⊞ | Test | Deactivate | Activate | Save | ⋯ | ❓

1 ⬤ Update u_task_table_2 Record ⓘ   📋 🔁 🗑 ⬚

Action Update Record ▾

✱ Record Trigger - Re... ▸ task table 2 R... ✕   📤 ⤵

✱ Table task table 2 [u_task_table_2] ✕ ▾   📤 ⤵

✱ Fields status ▾ ✕   completed ▾   📤 ⤵ ⊖

Select a field ▾   ⊖

+ Add field value

Delete   Cancel   **Done**

2 ⬤ Ask For Approval ⓘ

⊞ Add an Action, Flow Logic, or Subflow

Data Collapse All ⟩

▾ Trigger - Record Created
- ▸ task table 2 Record — Record
- task table 2 Table — Table
- Run Start Time UTC — Date/Time
- Run Start Date/Time — Date/Time

▾ 1 - Update Record
- ▸ u_task_table_2 Record — Record
- u_task_table_2 Table — Table
- ▸ Action Status — Object

▾ 2 - Ask For Approval
- Approval State — Choice
- ▸ Action Status — Object

Activate Windows.
Go to Settings to activate Windows.

Status: Published | Application: Global   6⚠

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task table Active

⟲ ⟳ | View: ⊟ ⊞ | Test | Deactivate | Activate | Save | ⋯ | ❓

1 ⬤ Update u_task_table_2 Record ⓘ

2 ⬤ Ask For Approval ⓘ   📋 🔁 🗑 ⬚

Action Ask For Approval ▾

✱ Record 1 - Upda... ▸ u_task_table_2 R... ✕   📤 ⤵

Table task table 2 [u_task_table_2] ▾   📤 ⤵

Approval Field status ✕ ▾   📤 ⤵

Journal Field Select a field ▾   📤 ⤵

✱ Rules   Add another OR rule set   📤 ⤵

Approve ▾   When: Remove rule set

All users approve ▾   alice p ✕   ⤵ 👤 👥 👤 | OR | AND ⊖

OR

Approve ▾   When: Remove rule set

Data Collapse All ⟩

▾ Trigger - Record Created
- ▸ task table 2 Record — Record
- task table 2 Table — Table
- Run Start Time UTC — Date/Time
- Run Start Date/Time — Date/Time

▾ 1 - Update Record
- ▸ u_task_table_2 Record — Record
- u_task_table_2 Table — Table
- ▸ Action Status — Object

▾ 2 - Ask For Approval
- Approval State — Choice
- ▸ Action Status — Object

Activate Windows.
Go to Settings to activate Windows.

javascript:void(0) hed | Application: Global   6⚠

≡ ▽ ⬚ Approvals Created ▾ Search   ⚡ ⚙   Actions on selected rows... ▾

All

		State	Approver	Comments	Approval for	Created ▾
☐	🔍	Search	Search	Search	Search	Search
☐	ⓘ	🟢 Approved	alice p		(empty)	2024-10-22 22:26:19
		🔴 Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
		🟡 Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
		🟡 Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
		🟡 Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
		🟡 Requested	Ron Kettering		CHG0000096	2024-09-01 06:15:29
		🟡 Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
		🟡 Requested	Christen Mitchell		CHG0000096	2024-09-01 06:15:29
		🟡 Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
		🟡 Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
		🟡 Requested	Ron Kettering		CHG0000095	2024-09-01 06:15:25
		🟡 Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
		🟡 Requested	Christen Mitchell		CHG0000095	2024-09-01 06:15:25
		🟡 Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25

⏮ ◂   1 to 20 of 664 ▸ ⏭

≡ ▽ ⬚ Approvals Created ▾ Search   ⚡ ⚙   Actions on selected rows... ▾

All